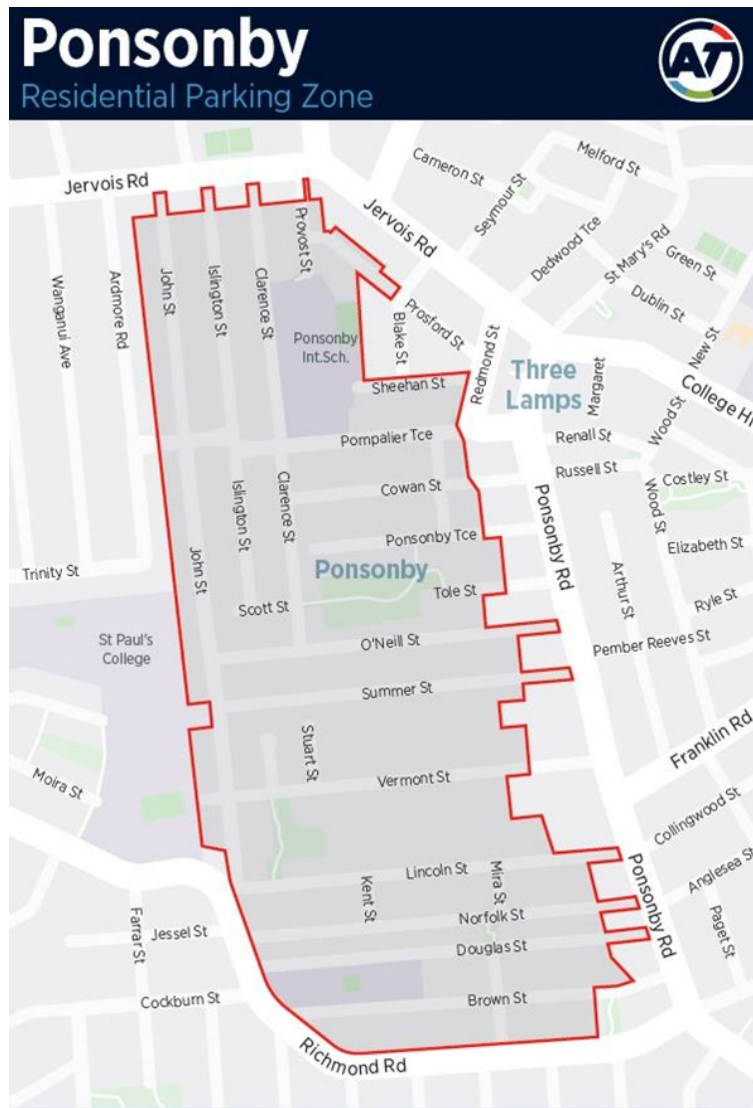


Ponsonby Residential Parking Zone Review Community Feedback Report



Summary of public feedback

Jan-Feb 2023

Contents

Summary	1
Overall opinion	1
How strongly do you agree that the parking zone has contributed to improving the overall parking availability?.....	1
In what way has the zone had an impact on parking availability for the following groups?	2
Please describe the impact for residents, visitors, and customers.....	2
1. <i>Residents</i>	2
2. <i>Visitors</i>	3
3. <i>Customers</i>	3
Are there any other comments you would like to make?	3
Next steps	3
Background	4
What we sought feedback on?.....	4
Background of the 2016 Ponsonby Residential Parking Zone consultation.....	4
<i>Proposed changes</i>	4
<i>Why the changes were proposed</i>	4
<i>Proposal outcome</i>	5
Map of the Ponsonby Residential Parking Zone.....	5
Residential Parking Zone policy.....	6
<i>Permits</i>	6
<i>Visitors' coupons</i>	6
Review Survey	7
Activities to raise awareness.....	7
How people provided feedback.....	7
Your feedback	8
Overview	8
How strongly do you agree that the parking zone has contributed to improving the overall parking availability?.....	9
In what way has the zone had an impact on parking availability for the following groups?	9
1. <i>Impact on Residents</i>	9
2. <i>Impact on Visitors</i>	10
3. <i>Impact on Customers</i>	10
Please describe the impact for the following groups:	11
1. <i>Residents</i>	11
2. <i>Visitors</i>	13
3. <i>Customers</i>	14
Are there any other comments you would like to make?	15
Suggestions and AT responses	17
Next Steps	26
Attachment: Feedback form	27

Summary

In 2017, Auckland Transport introduced a residential parking zone in Ponsonby.

The objectives of the parking zone were:

1. To improve parking availability for residents.
2. To improve parking availability for visitors of residents.
3. To improve parking availability for the customers of local businesses and other visitors to the area.

To understand the benefits of the parking zone implemented in 2017, its impact on the residents, visitors, and customers, and to see if any further changes can be recommended at this stage to the zone, a review survey was conducted with the local community and impacted stakeholders. We sought feedback on the review survey from the 20th of January to the 19th of February 2023.

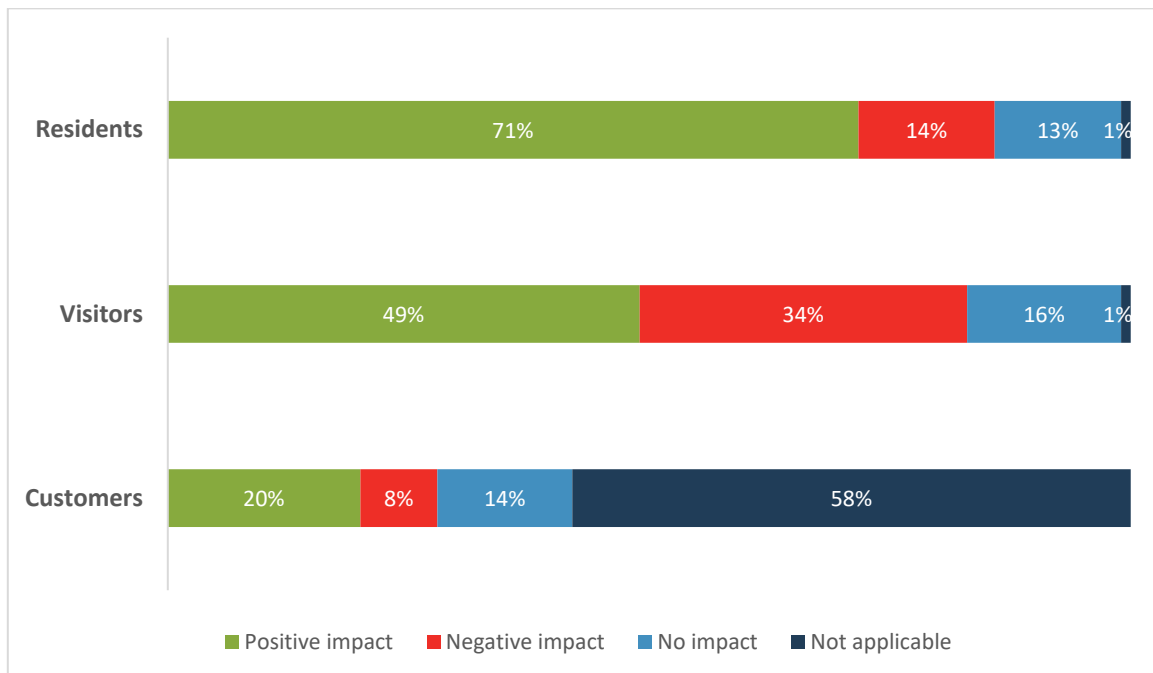


Overall opinion

How strongly do you agree that the parking zone has contributed to improving the overall parking availability?

38%	Agreed that the parking zone has contributed to improving the overall parking availability in the area.
33%	Strongly agreed that the parking zone has contributed to improving the overall parking availability in the area.
15%	Strongly disagreed that the parking zone has contributed to improving the overall parking availability in the area.
14%	Disagreed that the parking zone has contributed to improving the overall parking availability in the area.

In what way has the zone had an impact on parking availability for the following groups?



In what way has the zone had an impact on parking availability for residents, visitors, and customers?

Please describe the impact for residents, visitors, and customers

1. Residents

49%	Parking availability has increased.
6%	There are no/limited car parks outside their house/on their street.
5%	Residents should not have to pay to park outside their house.
4%	Changes have improved congestion, visibility, and safety.
4%	Parking availability has increased during operational hours/weekdays/peak times.
4%	Car parks are taken up by local business visitors/commuters.
3%	There is limited parking as people have multiple cars.

2. Visitors

34%	Parking availability has increased for visitors.
11%	Visitors allocated parking time is not long enough.
6%	There is rarely/less parking available.
6%	Parking coupons/permits are not easy to activate online.
4%	Their visitors have been ticketed.
3%	Visitors allocated time causes issues with tradesperson.

3. Customers

11%	Parking availability has increased for customers.
------------	---

Are there any other comments you would like to make?

23%	Changes have been effective.
4%	It is still difficult to find a car park (esp. during the week, during the day).
4%	Customers to local businesses use residential streets to park in (esp. at nights/weekends).
3%	Changes have had limited success.

Next steps

We've investigated and evaluated several factors to contribute to the review of the Ponsonby Residential Parking Zone. At this stage, we will not be making any immediate changes to the Ponsonby RPZ as most of the zone is achieving its objectives.

Background

What we sought feedback on?

In 2017, Auckland Transport (AT) introduced a Residential Parking Zone (RPZ) in Ponsonby. Eligible residents could apply to purchase a permit which provided an exemption from the P120 restriction.

The objectives of the parking zone were:

1. To improve parking availability for residents.
2. To improve parking availability for visitors of residents.
3. To improve parking availability for the customers of local businesses and other visitors to the area.

Background of the 2016 Ponsonby Residential Parking Zone consultation

Proposed changes

In 2016, AT started consultation to introduce the P120 time restriction on several residential streets in Ponsonby that would operate between 8am and 6pm, Monday to Friday. Residents of eligible properties in the RPZ would be able to apply for permits and coupons, which gave them an exemption from the P120 parking restriction. The proposed changes did not affect the existing bus stops, loading zones, mobility parking spaces, P5 and P10 restrictions, or broken yellow lines (no stopping at all times).

Why the changes were proposed

As Auckland grows and intensifies, managing parking on residential streets is increasingly important. Overcrowded parking particularly affects city fringe suburbs like Ponsonby, in which some heritage properties lack off-street parking, and streets are used for all day parking.

In 2016, AT undertook a study in the area to understand the parking demand, and to design a suitable parking management plan. Parking management aims to implement changes which will achieve 85% occupancy. This is measured by the number of available parking spaces at any one time. This ensures some parking spaces are available and there is minimal congestion from drivers circling as they try to find somewhere to park. Any street with an occupancy above 85% would be considered for a change in parking management. Before implementing the zone, the study found:

- 11 streets had an occupancy above 85%.
- 4 streets had an occupancy between 70% and 84%, 5 streets between 50% and 69%, and 3 had less than 50%.

While some of the streets had no issues with high parking occupancy, the Freemans Bay RPZ was implemented at the end of 2016 which would encourage people who parked in Freemans Bay to start parking in Ponsonby. At this time, we were also proposing paid parking on Ponsonby Road which would place additional pressure on the surrounding residential streets where people could park for free.

After the findings in 2016, AT started consultation to introduce the P120 time restriction on several residential streets in Ponsonby that would operate between 8am and 6pm, Monday to Friday. The identified benefits of introducing the zone included:

- Improving parking availability.
- Freeing up on-street parking spaces for customers visiting local businesses, residents, and visitors.
- Encouraging a move to alternative modes for those needing to stay all day.
- Reducing congestion from drivers looking for a parking space.

Proposal outcome

295 feedback responses were received on the consultation. The feedback was mostly positive, and the zone was introduced in 2017.

Map of the Ponsonby Residential Parking Zone



Residential Parking Zone policy

Residents of eligible properties can apply for [permits](#) and [coupons](#) providing an exemption from the P120 restriction.

Permits

1. A permit is valid for one year.
2. The number of permits issued is capped at 85% of the total number of parks in the zone to help with space availability.
3. Residents can apply for as many permits as there are vehicles registered to their address, but due to the cap, not all may be successful.
4. Permits are issued in order of priority, one at a time, in allocation rounds. The process stops once the permit cap is reached or when all applicants have a permit.
5. Existing residential parking permits were discontinued in 2016. Holders of these permits had to apply under the new scheme.

Visitors' coupons

- A coupon costs \$5, valid for one day.
- Residents in the zone would receive 50 free coupons upon registering for a coupon book. Businesses would not receive these free coupons.
- Any eligible resident can purchase coupons from AT. There will not be a restriction on the number that can be bought.
- Unlike permits, coupons could be used both for the purchaser's vehicle or someone else's, for example a visiting relative or friend.

Review Survey

From the 20th of January to the 19th of February 2023, we surveyed and sought feedback on the Ponsonby RPZ to review and understand the benefits of the RPZ and its impact on different users.

Activities to raise awareness

To let you know about our consultation, we:

 created a webpage	 sent 1208 letters to nearby residents	 sent 46 stakeholder emails
--	---	---

How people provided feedback

The public provided feedback using an online submission form on the [webpage](#). See [Attachment: Feedback form](#) at the end of this report for a copy of the feedback form.

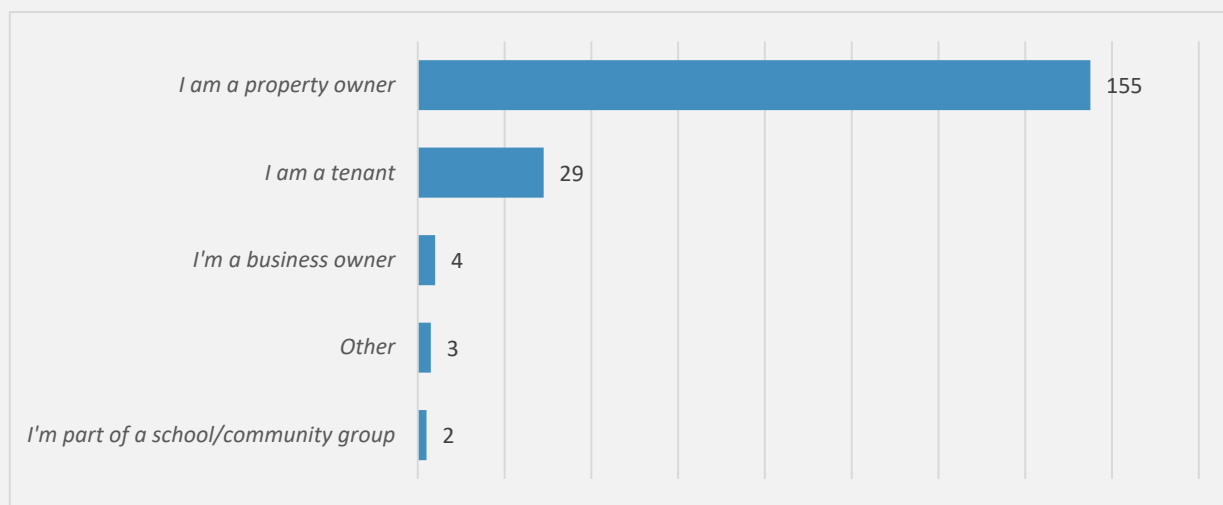
Your feedback

Overview

190	total submissions	189	online submissions
		1	email submission

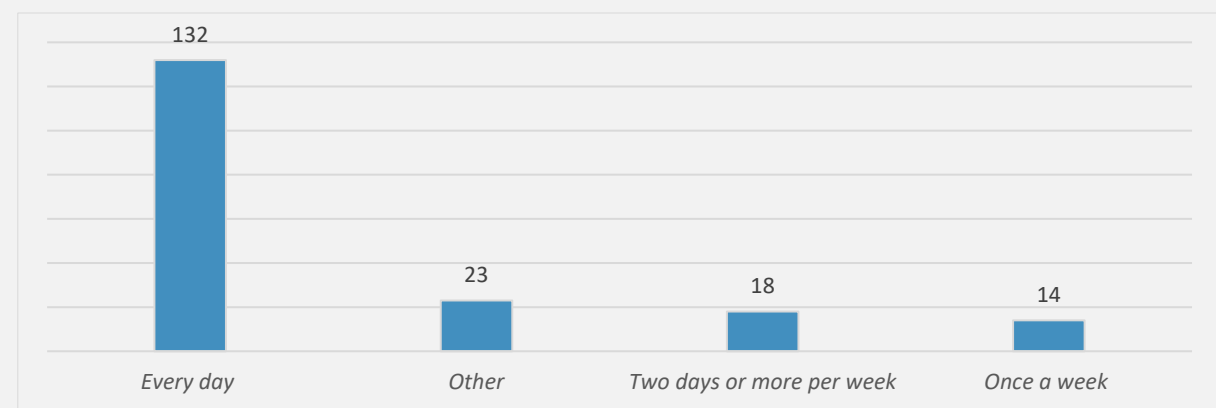
What describes your interest in the Ponsonby residential parking zone?

Respondents could select more than one statement and 100% answered this question.



How frequently do you use on-street parking within this zone?

Respondents could select more than one statement and 100% answered this question.



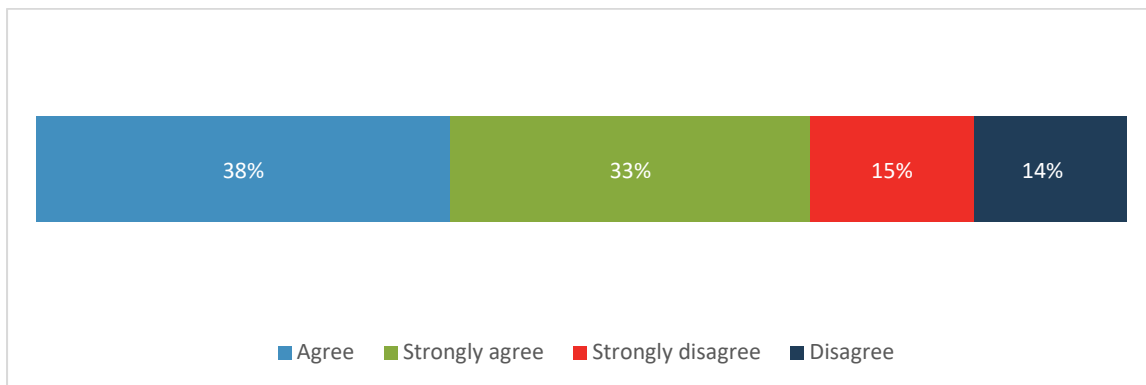
How strongly do you agree that the parking zone has contributed to improving the overall parking availability?

71 Submissions (38%) **agreed** that the parking zone has contributed to improving the overall parking availability in the area.

62 Submissions (33%) **strongly agreed** that the parking zone has contributed to improving the overall parking availability in the area.

29 Submissions (15%) **strongly disagreed** that the parking zone has contributed to improving the overall parking availability in the area.

27 Submissions (14%) **disagreed** that the parking zone has contributed to improving the overall parking availability in the area.



189 people answered this question.

In what way has the zone had an impact on parking availability for the following groups?

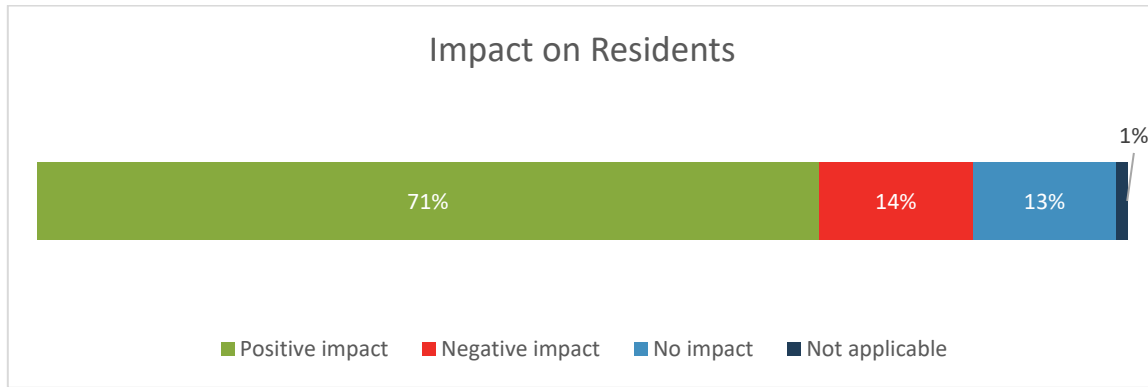
1. Impact on Residents

129 Submissions (71%) said that parking availability had a **positive** impact.

26 Submissions (14%) said that parking availability had a **negative** impact.

24 Submissions (13%) said that parking availability had **no** impact.

2 Submissions (1%) said that parking availability was **not applicable** to residents.



181 people answered this question.

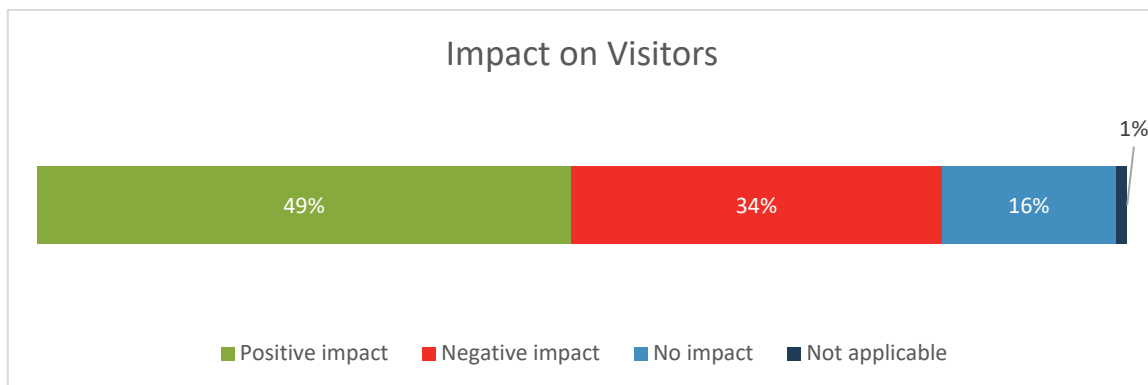
2. Impact on Visitors

84 Submissions (**49%**) said that parking availability had a **positive** impact.

60 Submissions (**34%**) said that parking availability had a **negative** impact.

28 Submissions (**16%**) said that parking availability had **no** impact.

2 Submissions (**1%**) said that parking availability was **not applicable** to visitors.



174 people answered this question.

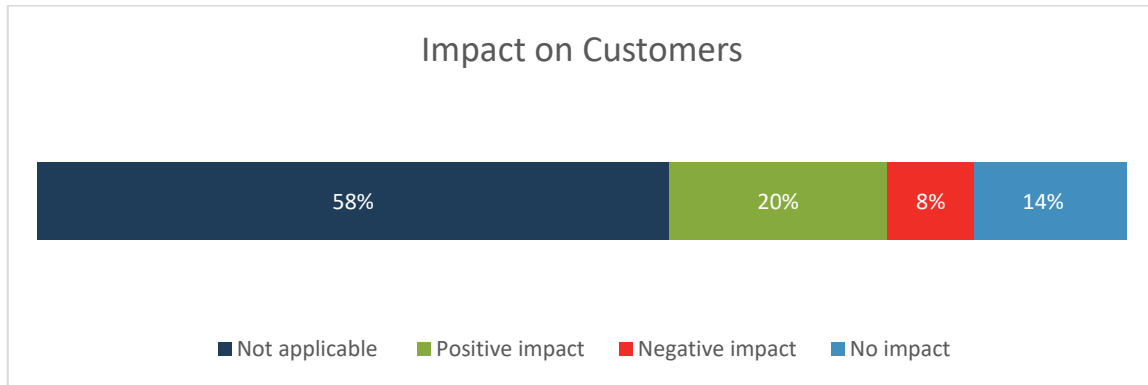
3. Impact on Customers

87 Submissions (**58%**) said that parking availability was **not applicable** to customers.

29 Submissions (**20%**) said that parking availability had a **positive** impact.

21 Submissions (**14%**) said that parking availability had **no** impact.

12 Submissions (**8%**) said that parking availability had a **negative** impact.



149 submitters replied to this question.

Please describe the impact for the following groups:

1. Residents

Parking availability has increased.

93 mentions



“I am retired and since the parking scheme was introduced I don't have to worry about being able to park when I return home. I used to restrict my movement during the week because I was so stressed about parking.”

“The street is not crowded with cars from people who park and then bus to downtown as it used to be. It is now possible for us to get a park near our house.”

“Freely available parking without having to find a spot otherwise taken up by people who don't live in the area.”

There are no/limited car parks outside their house/on their street.

12 mentions



“It is very difficult for me to find a residents park nearby as they are always taken by businesses or visitors to the area.”

“There are often no parks outside your property.”

“...there is limited parking now due to everyone in the street with multiple cars not using their driveways (which they all have).”

Residents should not have to pay to park outside their house.

9 mentions



"...I don't believe we should have to pay to do this."

"Enforcing addition cost to pay to park outside our homes."

Changes have improved congestion, visibility, and safety.

8 mentions



"Aside from the allowing proper parking options for local residents and their visitors, the narrow street is less dangerous due to a reduction of impatient random drivers seeking a park."

"Less crowded, better visibility and easier to find on street parking when needed."

"It's safer at night as I am able to park near my home."

Parking availability has increased during operational hours/ weekdays/ peak times.

7 mentions



"Availability of parking on street when needed during the week and within a reasonable distance."

"More weekday availability"

Car parks are taken up by local business visitors/commuters.

7 mentions



"Tole Street (and other feeder streets) off Ponsonby Road is a major street servicing clientele for local restaurants, cafes and shops. At times, particularly when these establishments are very busy residential parking is already limited."

"Very difficult to find a park during business hours Mon to Fri as most parks are taken by businesses and their customers."

"On a week-end night the parks go so quickly it's clearly being used by patrons visiting Ponsonby."

There is limited parking as people have multiple cars.

6 mentions



“There is insufficient parking for residents because most households have two cars but there is usually only one off-street park per house.”

“.. with the number of rental properties, the number of people in each of the properties and the number of cars relating to each property there is still the potential for a shortage of parking space.”

2. Visitors

Parking availability has increased for visitors.

64 mentions



“Visitors and trades people can actually get a park. They were reluctant to come to my place before the parking scheme.”

“Essentially, I can now invite people to visit me on weekdays and know they’ll be able to park somewhere reasonably close. Before the parking zone, some people were reluctant to visit on week days.”

Visitors allocated parking time is not long enough.

21 mentions



“Awkward if visitors want to park on street and stay more than 2 hours.”

“Visitors coming to help with our baby have to leave every 2 hours to move their car.”

“It is a hassle if they want to stay longer than 2 hours and then get a fine unless I go online and sort the coupon thing out (or I forget to).”

There is rarely/less parking available for visitors.

12 mentions



“Inconvenient for visitors during the day, especially for work meetings at home in an WFH situation.”

“Difficult to get a space near house for our visitors to park”

“There is less parking for visitors as residents park in the street.”

Parking coupons/permits are not easy to activate online.

11 mentions



“Really terrible, when friends come and visit me, I’m supposed to put them on my parking permit which takes ages and is beyond me because I’m elderly.”

“It’s very difficult to arrange coupons for visitors (including tradespeople). The interface is most unhelpful”

“Issuing a coupon is a hassle.”

Their visitors have been ticketed.

8 mentions



“Visitors being fined to visit friends who reside in area - ridiculous.”

“If visiting, there is no easy way for them to do so without being ticketed.”

Visitors allocated time causes issues with tradespeople.

5 mentions



“Very annoying and stressful, particularly for tradespeople working on the property.”

“No good for visiting trades[people] who may not be able to park on property and need to do a full day’s work.”

3. Customers

Parking availability has increased for customers.

20 mentions



“Customers can usually find a space near the business they are visiting.”

“Customers get parks more easily now as removing long term parking in the street frees up parks for people coming to ponsonby [sic] as a customer”

“More likely to shop Ponsonby due to parking availability.”

Are there any other comments you would like to make?

Changes have been effective.

43 mentions



“This has been an effective programme for allowing residence access to parking outside their homes (and in their street), where before you may need to park in an adjoining street when coming home in the afternoons.”

“Overall we are very pleased with the result.”

It is still difficult find a car park (esp. during the week, during the day).

7 mentions



“Parking on the street has not improved. I can still usually not get a park during the day unless i [sic] park across my driveway.”

“It should have made a difference but we are hard pushed to find a park during the week - especially if we have to go somewhere in the morning and return to home during the day. Both my partner and I work from home 3 days a week so can be a hassle.”

Customers to local business use residential streets to park in (esp. at nights/weekends).

7 mentions



“The only issue I have noticed is that workers at local businesses that are open in the weekend park out our street on Saturday and Sunday which makes visitor parking much more difficult.”

“Night time Friday to Sunday are still problematic for residents due to dinner and bar patrons. Often have to park a long way from our house.”

“Residential parking should apply at night as well. A lot of visitors to Ponsonby Rd block residents parking at night.”

Changes have had limited success

5 mentions



"I think it has had limited success in my area."

"It isn't really effective at all. There are far to [sic] many cars coming to the street competing for very few spaces."

Suggestions and AT responses

Submitters suggested a wide range of changes. We have collated and responded to all suggestions identified in the feedback, organised by themes.

Suggestions	AT response
Cost	
Remove/reduce permit cost	
<ul style="list-style-type: none"> • Suggestion to make parking free for residents (8 mentions) • Suggestion to remove this (revenue making) scheme (4 mentions) • Suggestion to reduce permit cost (4 mentions) • Suggestion for permits for property owner residents to be free (3 mentions) • Suggestion to exempt residents without off street parking from paying the annual charge (1 mention) 	<p>The RPZ is a targeted charging solution to address a parking issue in this area, so that those people that benefit from the scheme pay for it.</p> <p>Section 150(4) of the Local Government Act 2002 only allows for the local authority to recover the reasonable costs incurred by the local authority for the matter for which the fee is charged.</p> <p>The fee charged for residential parking permits is designed to cover the costs of proposing, installing, and administering the scheme. This includes things such as:</p> <ul style="list-style-type: none"> • The cost of proposing, consulting, and approval. • Staff time for processing each application. • Costs for the software to issue and process applications, including updates, improving the systems. • Installing signage and ongoing maintenance costs. • Enforcement within the zone.
Provide free parking for visitors/trades people	
<ul style="list-style-type: none"> • Suggestion to increase the number of free parking vouchers for residents/their frequent visitors (5 mentions) • Suggestion to exempt tradespeople to stop them getting ticketed (4 mentions) • Suggestion to make free vouchers available to residents (2 mentions) • Suggestion to give residents more free parking vouchers for their visitors/customers (2 mentions) • Suggestion for free passes for tradespeople/family staying longer (1 mention) 	<p>The 50 free vouchers were made available as a mechanism to exempt the visitors of residents from the P120 restriction. There are a limited number of on-street parking spaces which is why the number of permits issued are capped at 85% of the total number of spaces in the zone. Each time we make additional coupons available this could reduce parking availability. Having a limit to the number of free coupons enables us to manage the impact that coupons have on demand through price.</p>

Suggestions	AT response
<ul style="list-style-type: none"> Suggestion to be able to buy another coupon book at a reasonable price instead of expensive individual tickets (1 mention) Suggestion to be allowed to register more cars for regular visitors (1 mention) 	<p>We receive many requests to exempt tradespeople from the scheme by issuing them permits. Coupons are the most appropriate mechanism in this case.</p>
Change to the fee	
<ul style="list-style-type: none"> Suggestion to increase permit fees for second or subsequent vehicles per household to make space allocation fairer and encourage households to own less vehicles (1 mention) 	<p>The fee is designed to cover the costs of proposing, installing, and administering the scheme.</p> <p>Section 150(4) of the Local Government Act 2002 only allows for the local authority to recover the reasonable costs incurred by the local authority for the matter for which the fee is charged. Should the regulations governing the price of permits change then this may be a suggestion that we could investigate further.</p>
<ul style="list-style-type: none"> Suggestion to have permit pricing to be pro rata over 12 months and not annual (1 mention) 	<p>The fee is not a charge based on monthly parking but is there to cover the cost of administering the zone. This is why a fee is due each time a permit is processed.</p>
RPZ Policy	
Time restriction	
<ul style="list-style-type: none"> Suggestion to extend zone hours to nights as well (4 mentions) Suggestion to extend zone hours to weekends as well (2 mentions) Suggestion to apply parking zone restriction at night from 5pm to 11pm to allow residents to find park when returning from work (1 mention) 	<p>The original purpose of the RPZ was to address the issue of long stay parking during the day as this was when the impact was greatest.</p> <p>As part of this review, we carried out a parking occupancy survey to see if any streets had an average peak occupancy above 85% where a change in parking management may be beneficial. This was carried out every 2 hours from 8am to 10pm on a Tuesday, Thursday, and Saturday.</p> <p>The results showed that the zone had been effective in creating more opportunities to park. We have decided that the restriction applying from 8am to 6pm is suitable, and this is supported by the survey data which showed that there was still parking availability in the evenings and weekends.</p> <p>If this continues to increase and occupancy becomes an issue, we may consider a different approach to manage the demand.</p>

Suggestions	AT response
<ul style="list-style-type: none"> Suggestion to allow for short term permits to be purchased (2 mentions) 	<p>For vehicles needing a short-term exemption from the P120 time restriction, there is the option to either use the free or paid parking coupons. These can be booked in bulk and in advance through your MyAT Parking Permits account. More information about parking coupons can be found here: Apply for resident parking coupons</p>
<ul style="list-style-type: none"> Suggestion to increase visitors parking limit to 3 hours (esp. for sports ground visitors) (3 mentions) Suggestion to decrease time limit for non-residents to an hour (2 mentions) Suggestion to increase visitor parking limit time (1 mention) 	<p>Time limits are always going to suit individual people's needs differently. Whilst we understand that an increased time limit may suit some visitors, it does not generate regular turnover or help to manage parking demand. Similarly, a shorter time restriction is likely not long enough for visitors in the zone and then means people either have to cut their trip short or risk an infringement notice.</p> <p>The P120 time limit provides a middle ground where it allows enough time for most business customers and visitors to complete their visits, while also encouraging regular turnover of car parks. The only alternative which would allow flexibility in how long vehicles without a permit could park is to introduce paid parking. This has no impact on those with a permit or coupon and is an intervention that we currently use where the time restrictions are routinely ignored.</p> <p>Those wishing to stay longer than 2 hours when visiting a friend or family member who lives in the zone can activate either a free or paid coupon.</p>
Keep the zone as it is	
<ul style="list-style-type: none"> Suggestion to maintain current parking scheme (16 mentions) Suggestion to apply current scheme to other suburbs/central area as well (2 mentions) 	<p>Thank you for your feedback. No changes are being made as a result of this review.</p> <p>Residential parking zones are generally considered in older suburbs around the city fringe where parking demand is high, and many properties do not have off-street parking.</p> <p>There are currently 18 residential parking zones across Auckland. More may be introduced but this would be dependent on several factors such as multiple community needs, parking occupancy regularly exceeding 85% occupancy at peak times and support from residents and the Local Board for the changes. This is in line with the AT Parking Strategy.</p>

Suggestions	AT response
Who permits should be issued to	
<ul style="list-style-type: none"> Suggestion to issue permits to properties built after 2013 (1 mention) 	<p>Residential parking zones are proposed in areas where many heritage buildings have very limited or no off-street parking.</p> <p>To make the resident parking scheme sustainable, properties built after the notification of the Auckland Unitary Plan on 30 September 2013 are not eligible for permits. This is to ensure that the costs of increased parking demand through intensification is not passed onto on-street parking.</p>
<ul style="list-style-type: none"> Suggestion to allow a small number of annual permits to be linked to vehicles not registered to that address (1 mention) 	<p>Permits are only issued to residents whose vehicles are registered within the zone so that in the case where the cap is reached, someone who does not live in the zone is not given a permit over someone who does. It also allows us to ensure that permits are only available to those who are eligible.</p>
<ul style="list-style-type: none"> Suggestion for parking permits to only be allocated to vehicles where their household off-street is at capacity (1 mention) 	<p>While we understand the reason for your suggestion, it is our experience that residents do not always park the same vehicle on the street and the only way that we could provide flexibility to accommodate this would be by allocating floating permits which we are unable to enforce with licence plate recognition.</p> <p>Permits are issued in a priority order where those with no or less street parking are prioritised over those with more off-street parking available.</p>
<ul style="list-style-type: none"> Suggestion to make parking permits easier for homeowners and harder for business owners (landlords), who should provide parking (1 mention) Suggestion not to give local businesses permits to park on Lincoln Street as residents should take priority (1 mention) 	<p>While businesses are generally excluded from residential parking zones, there are some instances where they are located geographically in the middle of the zone and are therefore included.</p> <p>To mitigate the high demand a business may have for on-street parking, businesses are limited to 1 parking permit per year and also have a lower priority than residents. The priority scale works as follows: (1 = highest priority, 6 = lowest priority).</p> <ol style="list-style-type: none"> House on a single title without off-street parking. Or an apartment building built before 1944 without off-street parking. House on a single title with one off-street parking space. All other houses or townhouses. Apartments.

Suggestions	AT response
	<p>5. Community groups, schools, education providers.</p> <p>6. Businesses.</p> <p>Some businesses can access paid coupons if they can demonstrate that the vehicle is used in direct connection with the business and that they have no off-street parking.</p>
Other	
<ul style="list-style-type: none"> Suggestion for a size restriction on camper vans and van conversions (1 mention) 	<p>While we understand that it may not be preferable to have a campervan parked on the street, if they are parked legally (i.e., not within 1m of a vehicle entrance, on a footpath, within 6m of an intersection) and not blocking access then they are entitled to park like any other vehicle on the street.</p>
<ul style="list-style-type: none"> Suggestion to have resident only parks that are not for casual parking at all (1 mention) 	<p>We no longer propose 'residents only' parking restrictions. These were stopped in 2007 as it reserves the road, which is a public asset, for the use of an individual.</p> <p>Any restrictions proposed need to balance the needs of all users which the residential parking zone achieves by providing long term parking for residents and their visitors, and short-term parking for others visiting the area.</p>
<ul style="list-style-type: none"> Suggestion to have any new businesses in the area to provide 1-2 off-street parking spaces (1 mention) 	<p>Parking regulations are set by Auckland Council and guided by government policy. We are not able to stipulate how many off-street parking spaces are provided, however, we always encourage people not to rely on on-street parking, especially to meet specific individual needs.</p>
Enforcement/Illegal Parking	
<ul style="list-style-type: none"> Suggestion for more effective warden surveillance/enforcement of the scheme (8 mentions) Suggestion to increase the price of infringement notices to deter cars from overstaying (1 mention) Suggestion to have enforcement with people on foot giving out parking tickets to people parking on pavements/berms instead of driving round in camera cars – but use an automatic system that sends out parking tickets to permit holders (1 mention) 	<p>We use Licence Plate Recognition (LPR) technology to enforce the RPZ. The introduction of LPR has been effective and this can be seen from the infringement history data that shows there are a higher number of tickets issued after LPR cars were introduced.</p> <p>RPZs are difficult to enforce by a warden on foot due to large area the zone covers, especially as there are 18 RPZs across Auckland. This is excluding other parking restrictions or road user rules which also require enforcement. Wardens cannot be present in all areas at all times, and LPR has allowed for more efficient enforcement.</p>

Suggestions	AT response
	Regarding the infringement fees, these are set at a national level by Government and AT have no ability to amend or reduce the amount of the fee.
<ul style="list-style-type: none"> Suggestion to have white lines to stop people parking over driveways as blocks them (1 mention) 	<p>We are of the opinion that the installation of limit lines is not required as the road rules are clear that parking within one metre of a driveway is illegal. However, we will consider installing white limit lines, marking the 1m distance from a driveway, where there is evidence that the vehicle entrance is regularly blocked.</p> <p>If a vehicle is parked within one metre of your driveway and blocking your access, please call parking enforcement on (09) 355 3553 with vehicle details and enforcement shall be organised.</p>
<ul style="list-style-type: none"> Suggestion to allow people to park on O'Neill Street on the footpath without being ticketed (1 mention) 	<p>Parking on the footpath is prohibited under The Land Transport (Road User) Rule 2004. The purpose of a footpath is to provide an access route for pedestrians, and not for parking a vehicle.</p> <p>Parking on the footpath is a potential safety risk to pedestrians, and is also a major issue for mobility users, low vision users, and parents with prams who then have to navigate into the road to avoid parked vehicles.</p>
Registration Process	
<ul style="list-style-type: none"> Suggestion to simplify the permit obtaining process (5 mentions) Suggestion to have automatic/simplified renewal process for residents who continue to live at same address (5 mentions) 	<p>It is important that when permits are limited, that the process by which they are allocated is equitable, transparent, and available to eligible residents. People's circumstances can change and by inviting applications on an annual basis we are able to ensure this is the case.</p>
<ul style="list-style-type: none"> Suggestion to have physical coupons that are easy to get and use on the dashboard (1 mention) Suggestion to revert to paper cards and windscreen visitor passes (1 mention) 	<p>We use license plate recognition (LPR) technology to identify vehicles with an active permit or coupon for enforcement. This provides more efficient enforcement within the zone. As LPR identifies the vehicle through the license plate, issuing physical coupons would not be an option.</p> <p>If you need help with activating a coupon, there is information on our website Using resident parking coupons or you can call us on 09 355 3553.</p>

Suggestions	AT response
<ul style="list-style-type: none"> Suggestion to be able to cancel and redistribute coupons to new tenants (1 mention) 	<p>Coupon books can be reissued to new tenants. The previous tenant would need to let us know that they have moved out, and the new tenant can apply with a proof of address showing when their tenancy started.</p>
<ul style="list-style-type: none"> Suggestion for visitor coupons to be electronic and instant (1 mention) 	<p>Parking coupons are electronic and can be activated instantly either online or through the AT Park app. First you would need to apply for a coupon book and once that has been granted individual coupons can be activated through your account. For more information, please see our website Using resident parking coupons.</p>
<ul style="list-style-type: none"> Suggestion to allow coupons to be purchased any time during the day (1 mention) 	<p>Parking coupons can be purchased at any time throughout the day; however, it needs to be, at the latest, before the first free two-hour limit ends.</p> <p>The vehicle will only be identified by parking wardens/LPR as having an exemption from restriction once the coupon is activated. This is the reason why it cannot be activated after the vehicle has already overstayed the 2-hour limit.</p>
<ul style="list-style-type: none"> Suggestion for subleases to be able to buy a permit (1 mention) 	<p>Subleased properties are still eligible for a permit if the tenant provides proof that they are living at the address and the vehicle is registered to the address they are applying from.</p>
Introduce Paid Parking	
<ul style="list-style-type: none"> Suggestion to have a paid parking option for stays more than 2 hours (1 mention) Suggestion for tradespeople/non-residents to pay for parking (1 mention) Suggestion to extend to parking limit to 4 hours, with a charge for additional 2 hours (1 mention) 	<p>We have on occasion changed the restriction underlying the residential zones from 2 hours to paid parking and we will propose this when it is clear that the time restriction is not working.</p> <p>In this instance, the residential parking zone has been effective at managing the parking demand and so there is no reason to introduce paid parking.</p> <p>Residents have access to 50 free coupons which they can use for tradespeople and visitors from outside the zone, however, once these have been used there is a \$5 per day, per vehicle charge.</p>
Design	
<ul style="list-style-type: none"> Suggestion to add signs to existing poles (1 mention) 	<p>Where possible, we will attach signs to existing poles. However, there are certain legal requirements which means that this is not always possible. For example, in a</p>

Suggestions	AT response
	<p>parking zone, signs need to be installed at all entry and exit points to the zone, with repeater signs at intervals of no more than 200m. Therefore, if there is not an existing pole within a 200m distance, then it is not always possible to install the signage on existing poles.</p> <p>We seek permission to install signs on power poles; however, there are often safety or access reasons why this cannot be granted and so we must install new poles.</p>
Other	
<ul style="list-style-type: none"> Suggestion for no on-street parking for residents/visitors, and instead for bike lanes that occupy that public space (1 mention) 	<p>While we support the move towards active modes like cycling and walking, the removal of on-street parking can be very contentious. It is important that we balance the introduction of new cycleways and retaining necessary parking. One way we do this is through all new cycling proposals being linked into the proposed future cycling network.</p>
<ul style="list-style-type: none"> Suggestion to introduce angle parking along Brown Street to increase parking spaces (1 mention) 	<p>Very few roads have sufficient width to accommodate angle parking and most of the existing angled parking would not meet the current standards.</p> <p>While Brown Street is a low-speed environment and at 11.8m is sufficiently wide enough to accommodate an angled park orientated at 60 degrees with parallel parking opposite, the numerous driveways would limit the number of parks that would be gained, as we would still need to ensure that vehicles do not obstruct driveways.</p>
<ul style="list-style-type: none"> Suggestion to improve public transport so people don't need to rely on their cars for transport to/from work (1 mention) 	<p>We continue to invest heavily in improving public transport services and frequency across the region. We also invest in making walking and cycling easier for short and medium distance commutes and to access transport hubs.</p> <p>While there are some challenges currently, for example with bus driver shortages, we are focused on making sure that public transport is a reliable option for users.</p>
<ul style="list-style-type: none"> Suggestion to review narrow streets (e.g., Summer Street, John Street, O'Neil Street, Douglas Street, Norfolk Street) to make them one way/allow cars to park on one side only (to allow access for emergency services/larger vehicles) (6 mentions) Suggestion not to remove any parking on the narrow John Street (1 mention) 	<p>We are aware of the issues on these roads and will continue to explore options which might provide a solution.</p>
<ul style="list-style-type: none"> Suggestion to redo broken yellow lines as people park over them and block parking in front of their house (1 mention) 	<p>We have passed this feedback on to be investigated.</p>

Suggestions	AT response
	<p>You can also request maintenance at any time by using the online form on our Contact us page. This will log a job to be investigated further. Another option is to call the AT contact centre on 09 355 3553 to make a request that way.</p>
<ul style="list-style-type: none"> Suggestion to make Jervois Road 40km/h as per Ponsonby Road and provide Queen Street style planters and pedestrian spaces (1 mention) 	<p>Thank you for this suggestion, we have passed on your comments to be investigated.</p>

Next Steps

We've investigated and evaluated several factors to contribute to the review of the Ponsonby Residential Parking Zone. These include an occupancy survey, registration plate analysis, infringement analysis, and customer requests. You can read the evaluation of these other factors [here](#).

At this stage, we will not be making any immediate changes to the Ponsonby RPZ as most of the zone is delivering the original objectives.

The two streets where a change in parking management would be appropriate is Brown Street and Fitzroy Street. We are currently working on a separate project to install paid parking on some of the streets in the Freemans Bay RPZ. We will monitor how this goes and if it is effective at managing occupancy, this then may be proposed on Brown Street and Fitzroy Street in future.

We will continue monitoring the occupancy of the streets close to where they intersect with Ponsonby Road, and during the evenings after 6pm once the restriction has ended. This is to see if there would be reason in the future to extend the paid parking to the top of the side streets where they intersect with Ponsonby Road or extend the RPZ restriction so that it applies on evenings and weekends. This is based off the feedback received from the community.

Attachment: Feedback form

Ponsonby Residential Parking Zone Review

In 2017, Auckland Transport introduced a residential parking zone in Ponsonby. Parking in the zone is restricted to 120 minutes, and eligible residents and businesses can apply for parking permits and coupons that give an exemption from the parking restriction.

AT wishes to assess the effectiveness of the parking zone in achieving its objectives which were:

1. To improve parking availability for residents.
2. To improve parking availability for visitors of residents.
3. To improve parking availability for the customers of local businesses and other visitors to the area.

We really appreciate any and all feedback you can provide us.

All questions are optional. If you would prefer not to answer a question, you can leave the answer section blank.

Contact Information

All personal data is treated in strictest confidence and allows AT to consider where the feedback is coming from and to contact you should that be required for more information or to discuss your feedback.

Name

Business/Organisation Name (if applicable)

Street Address

Suburb

Postal code

Email Address

Phone Number

What describes your interest in Ponsonby's residential parking zone?

- I'm a property owner
- I'm a tenant
- I'm part of a school/community group
- I'm a business owner
- Other – please specify

How frequently do you use on-street parking within this zone?

Every day

Two days or more per week

Once a week

Other – please specify

How strongly do you agree that the parking zone has contributed to improving the overall parking availability in the area?

Strongly disagree

Disagree

Agree

Strongly agree

In what way has the zone had an impact on parking availability for the following groups?

(Please choose the group/s relevant to you)

	Positive Impact	Negative Impact	No Impact	Not Applicable
Residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe the impact for residents.

Please describe the impact for visitors.

Please describe the impact for customers.

Are there any other comments you would like to make regarding the effectiveness of the residential parking zone?

Please give as much detail as possible.